

## CGHR

A NEWSLETTER FOR THE COAST GUARD  
HUMAN RESOURCES COMMUNITY



APRIL 9, 2013

### ON THE RADAR SCREEN

Ken Blanchard Free Online  
Leadership Livecast  
(registration required)



#### Doing *Still* More with Less

Many of us in the workplace are stressed, overworked, and overextended. Yet our organizations seem to be asking still more of us. How do we learn to do more with less? And then still more with less again?

Wednesday, April 24 • 12:00 PM - 2:30 PM

To register, or for more information, go to <http://www.leadershiplivecast.com/>

American Management Association webinar  
(registration required)



#### 5 Choices to Extraordinary Productivity

The workplace is an unprecedented minefield of constant demands from other people, technology, and a nonstop workday. We are forced to make critical decisions under pressure, creating a personal energy crisis that prevents us from thinking clearly and achieving extraordinary results. To succeed in this new work world, we need to learn how to make good decisions, focus our attention, integrate our technology and sustain high energy day in and day out.

Wednesday, May 8 • 12:00 PM - 1:00 PM

To register, or for more information, go to <http://www.amanet.org/training/webcasts/5-Choices-to-Extraordinary-Productivity.aspx>

#### APQC Membership

The Coast Guard recently renewed their membership with APQC. You have access to benchmarking assessments, data, best practices, business expertise, and a network of peers who understand the tremendous impact sustainable process management capabilities have on the bottom line. Check out what APQC has to offer at [www.apqc.org](http://www.apqc.org).

#### Did you know? CG Portal is now available from home

Now CG Portal is CAC-Enabled so that you can log in and securely access information from home using an encrypted SSL session without having to VPN or RAS into the Coast Guard Data Network (CGOne). For more information, go to [https://cgportal2.uscg.mil/cgportalhelp/Pages/portal\\_from\\_home.aspx](https://cgportal2.uscg.mil/cgportalhelp/Pages/portal_from_home.aspx)

## TIPS AND TRICKS

### Four Ways to Give Good Feedback

<http://ideas.time.com/2013/03/18/four-ways-to-give-good-feedback/>

---

### How To Be A Better Listener

<http://ericjacobsononmanagement.blogspot.com/2013/03/how-to-be-better-listener.html>

---

### How to Be Financially Prepared for a Disaster

<http://blog.usa.gov/post/47116437809/how-to-be-financially-prepared-for-a-disaster>

---

### 9 Kits You Should Have in Your Home to Prepare You for Anything

<http://lifehacker.com/5941374/9-kits-you-should-have-in-your-home-to-prepare-you-for-anything>

---

### Your Telework How-To: 10 Essentials For Getting Stuff Done at Home

<http://www.govexec.com/excellence/promising-practices/2013/03/how-telework-right-10-essentials-getting-stuff-done-home/61964/>

---

### 10 Capitalization Rules Every Writer Should Know

<http://impertinentremarks.com/2013/03/10-capitalization-rules-every-writer-should-know/>

---

### 20 Best PowerPoint Presentation Design

<http://www.presentationadvisors.com/best-powerpoint-presentation-posts>

---

## RECENT MESSAGES

ALCOAST 141/13: SEXUAL ASSAULT AWARENESS MONTH - [http://www.uscg.mil/announcements/alcoast/141-13\\_alcoast.txt](http://www.uscg.mil/announcements/alcoast/141-13_alcoast.txt)

ALCOAST 117/13: 2013 ANNUAL CG INFORMATION SYSTEMS SECURITY (ISS) USER AWARENESS TRAINING - [https://cgportal2.uscg.mil/library/generalmessages/General%20Messages/GENMSG2013/ALCOAST/117-13\\_alcoast.txt](https://cgportal2.uscg.mil/library/generalmessages/General%20Messages/GENMSG2013/ALCOAST/117-13_alcoast.txt)

ALCOAST 112/13: HEALTHY WEIGHT - [http://www.uscg.mil/announcements/alcoast/112-13\\_alcoast.txt](http://www.uscg.mil/announcements/alcoast/112-13_alcoast.txt)

ALCOAST 110/13: COAST GUARD MUTUAL ASSISTANCE (CGMA) FUNDRAISING CAMPAIGN - [http://www.uscg.mil/announcements/alcoast/110-13\\_alcoast.txt](http://www.uscg.mil/announcements/alcoast/110-13_alcoast.txt)

ALCGCIV 002/13: SEQUESTRATION - WORKFORCE MANAGEMENT - [https://cgportal2.uscg.mil/library/generalmessages/General%20Messages/GENMSG2013/ALCGCIV/002-13\\_alcgciv.txt](https://cgportal2.uscg.mil/library/generalmessages/General%20Messages/GENMSG2013/ALCGCIV/002-13_alcgciv.txt)

Messages authorized for internet release are available on the WWW at [www.uscg.mil/announcements/](http://www.uscg.mil/announcements/). The internal message archive is located on CG Portal at <https://cgportal2.uscg.mil/library/generalmessages/SitePages/Home.aspx>

---

### How to Write Clearly

Whenever you write an email, proposal, or report, it is up to you — not the reader — to make sure your point is understood. Here are three ways to ensure your ideas aren't misinterpreted:

1. Adopt the reader's perspective. Put yourself in the reader's shoes to assess your clarity. Better yet, ask a colleague to summarize the main points of your draft from a quick read-through.
2. Keep your language simple. Strive to use short words and sentences. Aim for an average of 20 words or less in each sentence. With every one, ask yourself whether you can say it more briefly.
3. Show, don't tell. Be specific enough that readers draw their own conclusions (that match yours, of course), as opposed to expressing your opinions without support and hoping people will agree.

### Welcome Edits on Your Writing

A good writer welcomes good edits. A bad writer resents them, seeing them only as personal attacks. Share your material while it's still rough -- the feedback will help you improve it much faster than if you were toiling in isolation. Routinely ask your colleagues, including those you supervise, to read your drafts and suggest changes. Have them mark up the document and submit their revisions in writing, rather than in person where you might react defensively. Always thank them for their help. Encourage others on your team to seek out edits and offer them. Having room to improve should be the norm, not a sign of weakness.

Source: Harvard Business Review, HBR Guide to Better Business Writing

### Issue of Merit (publication of the U.S. Merit Systems Protection Board).

Articles include: Employee Coaching - A Performance Improvement Tool and Stay Interviews: Listen to Your Valued Employees So You can Keep Them.

<http://www.mspb.gov/netsearch/viewdocs.aspx?docnumber=798916&version=801999&application=ACROBAT>

### Warning About the Thrift Savings Plan (TSP) Third-Party Mobile Applications

There are a number of mobile applications that reference the Thrift Savings Plan and may prompt you for your TSP account credentials. **These applications are NOT sponsored by the TSP.** The TSP cannot endorse any information or advice provided by third-party applications. More important, providing your TSP account credentials to third-party applications may jeopardize the security of your account.

For more information on keeping your account safe, see the [Security Center](#) on the TSP website or contact the ThriftLine at 1-TSP-YOU-FRST (1-877-968-3778)

### Tax Refund Thefts On The Rise

You're not the only one waiting for your tax refund. Scammers are looking for it too. In fact, every year there are more and more scams designed to steal tax refunds.

<http://blog.usa.gov/post/45672173016/tax-refund-thefts-on-the-rise>

### Gimme My Discount - Special discounts for government and military employees.

<http://www.govexec.com/federal-news/2013/03/gimme-my-discount/29165/>

### Coast Guard employees can now join Navy Federal

<https://www.navyfederal.org/coast-guard.php>



### 43rd Earth Day - *Leaning Forward*

Since the early 1970s, Earth Day has symbolized a day to raise awareness of environmental issues and foster an appreciation for the Earth and its natural resources. It is also a time to reflect on the Commandant's Sustainability, Environmental, and Energy Policy Statement, at [http://www.uscg.mil/seniorleadership/POLICY/Environmental\\_and\\_Energy\\_Policy\\_Statement.pdf](http://www.uscg.mil/seniorleadership/POLICY/Environmental_and_Energy_Policy_Statement.pdf).

The Coast Guard mission encompasses areas of the Arctic, inland waterways and the coastlines, including much marine life and habitat. Many Coast Guard units have reduced their waste streams, storm water runoff rates, and energy use. Units have also developed alternate and renewable sources of energy, reduced their air and water pollution, and worked with their local community to cleanup up beaches, to recycle, and to improve energy efficiency.

Preserving our natural environment and reducing climate change effects are essential if we wish to help sustain our environment for future generations. Earth Day is a day to consider doing more for the environment, both at work and at home.

Here are a few suggestions for Earth Day 2013:

- ◆ Reuse and recycle used electronics
- ◆ Hold a local cleanup drive
- ◆ Bike or carpool to work one day, if possible

More ideas are available at:

<http://earthday.net/>  
[www.energystar.gov/homeimprovement](http://www.energystar.gov/homeimprovement)  
<http://epa.gov/watersense/>  
[www.epa.gov/earthday/](http://www.epa.gov/earthday/)

For Earth Day events in Washington, go to <http://www.epa.gov/region03/earthday/>

#### RECENT FLAG VOICES

**Flag Voice 370** - Memorandum of Agreement with the Tragedy Assistance Program for Survivors - <http://www.uscg.mil/hr/flagvoice/fv370.asp>

**Flag Voice 369** - Coast Guard Mutual Assistance 2013 Fundraising Campaign - <http://www.uscg.mil/hr/flagvoice/fv369.asp>

**Flag Voice 368** - Coast Guard Mutual Assistance (CGMA) Education Loans & Grants - <http://www.uscg.mil/hr/flagvoice/fv368.asp>

All Flag Voices are online at <http://www.uscg.mil/hq/cg1/flagvoice/default.asp>

#### SEMPER PARATUS

Back issues of CGHR are archived on CG Portal - <https://cglink.uscg.mil/2dfb4a63> (path: Communities > Human Resources Community of Practice > Human Resources Library > CGHR)

The next issue of CGHR: On the Radar Screen will be sent on May 7.

**VOLUNTEER REPORTERS WANTED.** Your story ideas and events are always welcomed. Send them to the [CGHR Editor](#).

## Get Fit

By Lisa Teems, Employee Assistance Program Manager  
Office of Work-Life, Coast Guard Headquarters

"I am stressed" is a phrase we all use loosely when we are feeling pressured, overwhelmed, agitated, and a variety of other conditions. Because the phrase is so commonplace, stressful conditions are now something we take for granted. As a result, we often disregard the signs that tell us when we are out of balance. Do we really know the symptoms of stress when it has reached the danger zone, when it is not normal? Are we aware of what happens to our bodies when we have consistent and repeated stress?



Early signs that you are out of balance or stressed include: an increased heart rate, muscle tension, shallow breathing, trembling, jaw grinding, racing thoughts, nervous habits, and tightness in the chest. These symptoms, if recognized and addressed, aren't likely to harm you. They are the body's way of telling you when you are out of balance and need to pay attention.

If the signs are not recognized, however, they can progress into a more serious illness or discomfort. Muscle tension becomes a migraine headache, an increased heart rate becomes a heart attack, a stomach ache becomes an ulcer. So recognizing the signs and responding appropriately can lead to a healthier and more peaceful life.

Once you notice stress reactions in your body (tension, rapid breathing, etc.), try some of the following:

- ◆ Take 10 slow breaths: 5 seconds to inhale, 5 seconds to exhale.
- ◆ Stretch, rub or relax tense muscles. Get a massage!
- ◆ Unclench your jaws, fist, or wherever else you are holding tension.
- ◆ Get out for a brisk walk to use up that nervous energy.

Calming your mind is one of the best approaches when stress is resulting in your mind racing out of control or if you are staying awake worrying about the items on your "to do" list. Keeping the correct perspective is part of calming the mind. Asking yourself the questions: "What can I learn from this?" or "What am I telling myself that makes this situation more stressful?" is a good way to keep things in perspective, to help you find stillness. Other ways to calm the mind include:

- ◆ Count out loud the breathing sequence mentioned above.
- ◆ Count backward from 100, or recite a favorite song or poem.
- ◆ Picture your favorite place: the beach, the mountains, a meadow.
- ◆ Think of a relaxing phrase (such as "Don't worry; it won't last") and repeat to yourself as long as it takes to calm down.

If your stress is getting too far out of control or if you might benefit from talking to someone about your situation, the Coast Guard has a program that can help, CG SUPRT. Individual and telephonic counseling, health and stress coaching, financial and legal assistance, and help with everyday work and life balance are all available. Call 24/7 855-CGSUPRT (247-8778) or get information and self-assessments at [www.cgsuprt.com](http://www.cgsuprt.com).

Remember to eat right, sleep well, have quiet time each day, drink water, and don't take it all too seriously!



### Motorcycle Safety

Anyone who rides can tell you: When you first start riding a motorcycle, you will experience the road differently than you would in a car. The small fluctuations in air temperature as you pass by water, the smells around you whether it's a nearby marsh or a waft of pines you might be passing by are unique. Instead of turning a wheel to go through a turn, you're using your whole body. Aside from the exhilaration of riding, there are other perks - better gas mileage, social gatherings and cheaper insurance.

Like any machine, knowing the correct way to operate it, and what rules to follow are an important factor. If you're looking to start riding, or even if you're an experienced rider, safety should be your first concern. The Basic Rider's Course is a foundation course for new riders, which teaches new or prospective motorcyclists safe practices.

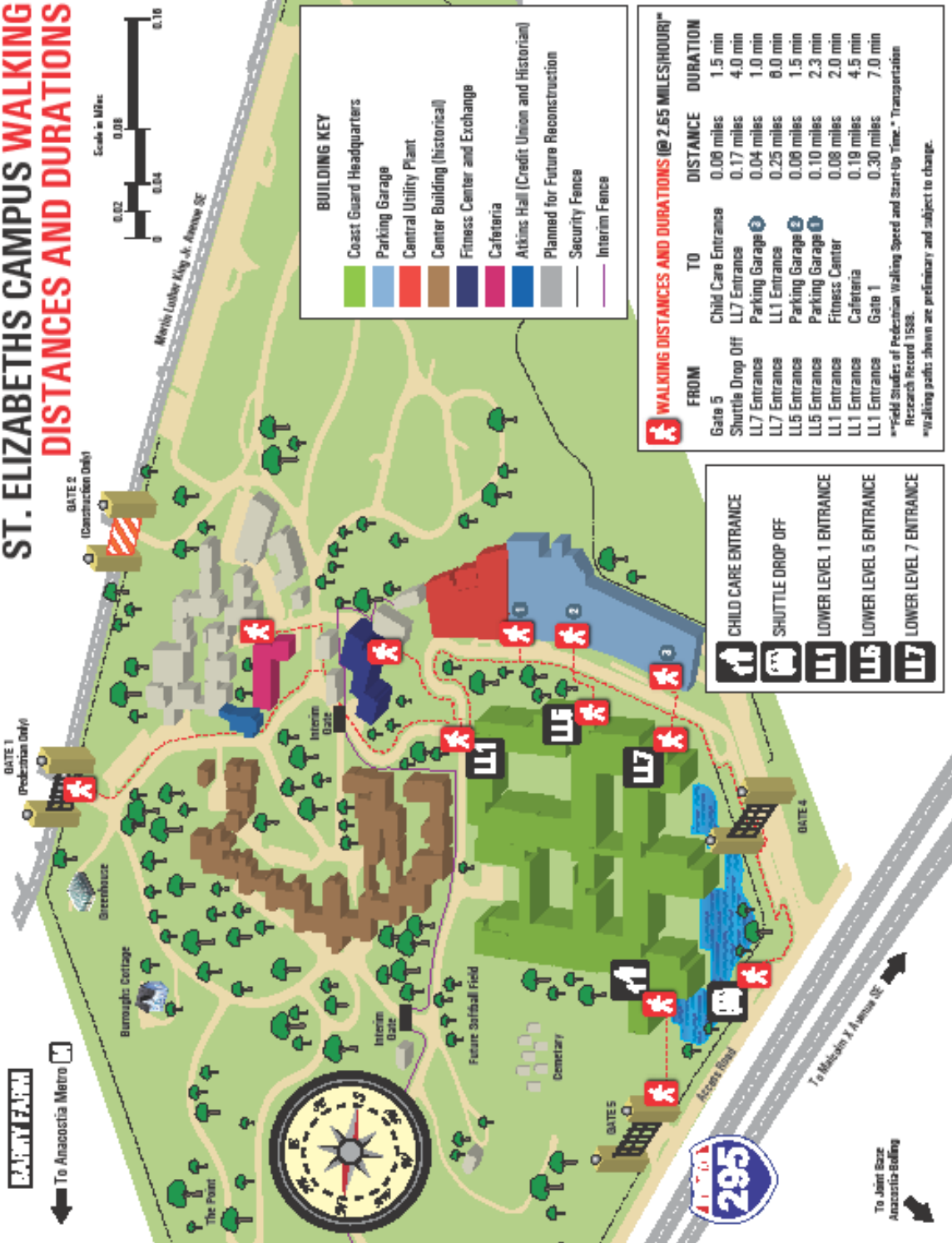
"There is a new policy that has changed safety requirements for motorcycle riding," said Dale Wisnieski, Office of Health, Safety, and Work-Life, Coast Guard Headquarters. "To start off with, all Coast Guard members are required by policy to take the Basic Rider's Course, regardless of riding on or off an installation. Members who have not taken the BRC within the past five years are required to take it again as a refresher within the next 12 months. They also have the option to take the Advanced Rider's Course or the Military Sport Bike Course."

"Safety gear required is a DOT helmet, long sleeved shirt or jacket, gloves, shatter resistant eyewear, boots that cover the ankles, and long pants. Riders may now wear fingerless gloves if they wish and under the new policy riders are no longer required to wear a reflective or brightly colored outer garment," said Wisnieski.

Information on safety requirements, reports, foundation courses and reimbursement can be found at: [https://cgportal2.uscg.mil/units/hswlsc/SafeEvHealth/Shore\\_Branch/motorcycle/SitePages/Home.aspx](https://cgportal2.uscg.mil/units/hswlsc/SafeEvHealth/Shore_Branch/motorcycle/SitePages/Home.aspx) or <http://www.uscg.mil/bikerider/>



# ST. ELIZABETHS CAMPUS WALKING DISTANCES AND DURATIONS



# THE ANATOMY OF AN ENGAGED EMPLOYEE

Creating a culture of long-lasting employee engagement in 2013

**FACT:** 71% of the workforce in America is actively disengaged. This costs U.S. organizations \$300 billion annually.

Productivity is increased and turnover is reduced when employees are engaged.

Here are four sure-fire ways to boost engagement among your staff:

## FLEXIBLE HOURS

Show employees that you trust their time management skills and recognize their hard work by allowing those who are excelling to have more flexible hours. This may seem like a bad idea, but it's important to keep them fresh and rested for the next day; they've earned it.

## CREATING A "CALM SPACE"

Develop a work-free area where employees can escape their desk, but still stay on campus and in the right mindset. Taking short mental breaks keeps employees more focused throughout the day. Also, consider using a brag board in this area to show off employees and keep morale up.

## HAND-WRITTEN LETTERS

A hand written note from a supervisor is something that the recipient can showcase on top of their desk. In this tech age, taking the time to write a personalized note shows real leadership and thoughtfulness. After all, there's no backspace button on a piece of paper.

## TELECOMMUTING

Thanks to technology, many employees are able to do their job from anywhere in the world. Depending on the work environment, some employees are more productive where they're comfortable. It's best to keep tabs on who is most productive while telecommuting.

## FOUR GOALS THAT FUEL ENGAGEMENT INITIATIVES

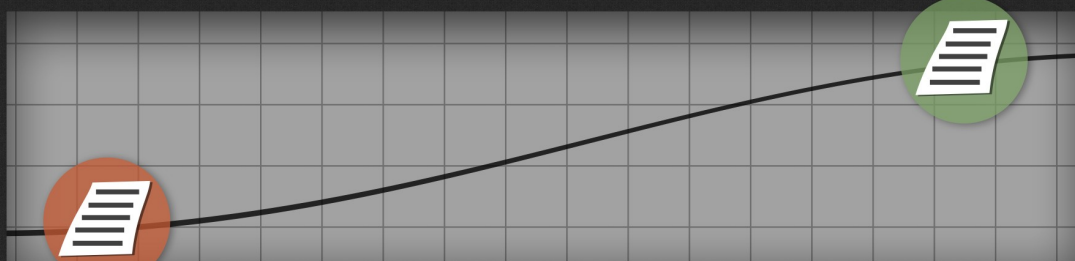
**Determine** what success looks like.

**Establish** what deserves recognition.

**Communicate** your goals.

**Get Creative.**

Determine your **Employee Engagement** baseline with an **Employee Engagement Survey**. Then, resurvey periodically to measure the effects of your **improvement initiatives**.



presented by **NBRI**

[nbrii.com](http://nbrii.com)

### Sources

[http://www.globoforce.com/mood-tracker-september-2011/WorkforceMoodTracker\\_September2011\\_ONLINE.pdf](http://www.globoforce.com/mood-tracker-september-2011/WorkforceMoodTracker_September2011_ONLINE.pdf)  
<http://businessjournal.gallup.com/content/146972/strengths-boost-engagement.aspx>